

This listing of claims replaces all prior versions, and listings, of claims in this application.

**Listing of Claims:**

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1. (Currently Amended) A system for transacting business comprising:

a dispatch division for receiving information related to a problem experienced by a customer and for deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;

a computer accessible by the technician at the location requested by the customer to initiate a communication with the company via a communications network when the technician receives a request from the customer for a transaction different from the problem,

wherein the company, in response to the communication from the technician, transmits at least one of account information, status information, and profile information related to the customer over the communication network, wherein the customer account information includes the customer's current account activity and whether the customer is delinquent in making payments, and the technician uses the information related to the customer to generate a customer request from a list of products, services or features that is available to the customer and communicates the customer's request to the dispatch division using the computer over the communications network; and

wherein the list of products, services or features is automatically generated by computer ~~includes~~ an application that is running on the computer and is executable ~~that is executed~~ by the

technician, wherein the list is generated for providing a list of products, services or features that are available to the customer based on a type for the customer.

2. (Original) The system according to claim 1, wherein the company receives the request and automatically processes the request and modifies the customer's account information.

3. (Original) The system according to claim 1, wherein the communications network is wireless.

4. (Original) The system according to claim 1, wherein the communications network is wire line.

5. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to the technician's supervisor.

6. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to a sales division.

7. (Original) The system according to claim 1, wherein the transaction includes the sale of a service.

8. (Original) The system according to claim 1, wherein the transaction includes the sale of a product.

9. (Original) The system according to claim 1, wherein the customer's account information is automatically updated to include the transaction.

10. (Previously Amended) The system according to claim 1, wherein the information is related to the customer includes customer account information.

11. (Currently Amended) A method for transacting business comprising the steps of:  
receiving information related to a problem experienced by a customer;  
deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;  
initiating a communication with the company over a communications network by the technician by accessing a computer at the location requested by the customer when the technician receives a request from the customer for a transaction different from the problem;  
sending, in response to the communication, at least one of account information, status information, and profile information related to the customer to the technician via a communications network from the company in response to the communication from the technician; wherein the account information is being sent in a form configured for use by a computer associated with the technician and the account information includes current account activities including whether the customer is delinquent in making payments; and

generating by the technician a customer request from a list of products, services or features that is available to the customer and communicates the customer's request to the dispatch division using the computer over the communications network; and

receiving ~~details of the customer request transaction~~ from the computer ~~associated with the technician~~ via the communications network; the customer request details being in a computer generated form,

wherein the list of products, services or features is automatically generated by computer ~~includes~~ an application that is running on the computer and is executable ~~that is executed by the technician, wherein the list is generated for providing a list of products, services or features that are available to the customer~~ based on a type for the customer.

12. (Previously Amended) The method according to claim 11, wherein the communications network is a wireless communications network.

13. (Previously Amended) The method according to claim 11, wherein the communication network is a wire line communications network.

14. (Previously Amended) The method according to claim 11, further comprising sending an electronic mail message to the supervisor of the technician, wherein the electronic mail message includes information related to the transaction.

15. (Previously Amended) The method according to claim 11, further comprising sending an electronic mail message to a sales division, wherein the electronic mail message includes information related to the transaction.

16. (Original) The method according to claim 11, wherein the transaction includes the sale of service.

17. (Original) The method according to claim 11, wherein the transaction includes the sale of a product.

18. (Original) The method according to claim 11, further comprising a step of automatically updating the customer account information with information related to the transaction.

19. (Original) The method according to claim 11, wherein the information related to the customer is customer account information.

20 - 21. (Previously Canceled)

22. (Previously Amended) The system according to claim 1, wherein at least one field associated with the application running on the computer is self-populated.

23 - 24. (Previously Cancelled)

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25. (Previously Amended) The system according to claim 1, wherein at least one field associated with the application running on the computer is self-populated.

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